



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## CONSUMER COMPLAINT INVESTIGATOR I

Job Number: 20001879

Job Code: 98110V150416

Job Group: 9800 - LAW

Job Established: 06/16/1982

Job Revised: 04/16/2015

Grade: 10 Salary (MIN - MID):

\$12,345-\$16,355 - Hourly

\$2,006.08-\$2,657.70 - 37.5 Hr. Monthly Salary

\$2,139.80-\$2,834.88 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under professional supervision, performs beginning level work in the examination, evaluation and investigation of program compliance to detect potential violations of laws and regulations, and to mediate compliance violations where legal action is not appropriate; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

NONE

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Experience in investigating, auditing, consumer education, mediating or resolving complaints or a related field will substitute for the required education on a year-for-year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

Must possess and maintain a valid driver's license prior to appointment in this classification.

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Under professional supervision, learns to examine, evaluate and investigate complaints concerning potential violations of program laws and regulations, and selects the appropriate strategy for complaint resolution. Learns to conduct field investigations and interviews as well as assists in the investigation of complaints through oral and written communications to parties involved in the complaint. Learns to mediate routine complaints where legal action is not appropriate or necessary. Obtains necessary facts and documentation to justify legal action. Assists in the coordination of enforcement with federal, state and local agencies. Examines financial documents, accounting records, bank statements, computer records, business records, public documents, insurance records, and other relevant records. Prepares reports, charts and other relevant material setting forth the findings of investigations for hearings and/or courts. May testify at grand juries, trials or any administrative proceeding. Abides by departmental rules, regulations and policies in performing investigative work.

**UNIQUE PHYSICAL REQUIREMENTS:**

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

May work irregular hours due to nature of investigative work. Will be required to travel in the course of investigations. Works in all types of weather.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*